

CORRUPTION IN ITALY: THE CITIZEN'S POINT OF VIEW

- For the first time, Istat has introduced a series of questions in its 2015-2016 survey on the Safety of citizens, in order to examine the phenomenon of corruption.
- It is estimated that 7.9% of households have been directly involved in corrupt events during the course of their lives, such as, requests for money, favours, gifts or other in exchange for services or facilitations of transactions (2.7% in the past 3 years, 1.2% in the past 12 months).
- The comprehensive indicator (7.9%) reaches its maximum level in Lazio (17.9%) and its minimum in the autonomous Province of Trento (2%), but the situation in the country is very different with regard to the scope of the corruption.
- Corruption has primarily affected the employment sector (3.2% of households), particularly at the moment of searching for a job, participation in competitive professional examinations or the launching of a new activity (2.7%).
- Among the households involved in litigation, it is estimated that during their lifetimes 2.9% have received a request for money, gifts or favours from, for example, a judge, a public prosecutor, a chancellor, a lawyer, a witness or other.
- 2.7% of households who have applied for welfare benefits (contributions, subsidies, social or public housing, disability benefits or other benefits) are estimated to have received a request for money or favours. In the healthcare sector, incidents of corruption involved 2.4% of households needing medical visits with specialists, medical diagnostic tests, hospitalization or surgery. 2.1% of households experienced requests for money, gifts or favours when they sought assistance from public offices.
- Requests for money or favours in exchange for facilitations by law enforcement officers or the armed forces and in the education sector affected respectively 1% and 0.6% of households.
- 35.6% of households have agreed to pay money or to make gifts.
- Only 2.2% of the households having received corruption requests have denounced the fact to justice.
- The lowest estimate of corruption concerns public utilities: only 0.5% of households have received requests for payments in any form in order to obtain or speed up the provision of the services requested related to registration or repairs for electrical energy, gas, water or telephone.
- In most cases of corruption during the last 3 years there was an explicit request made by the interested party (38.4%) or he made it understood (32.2% of cases); a request made by an intermediary (13.3%) appears to be less frequent.
- Money is the most common medium of exchange in the corruption dynamics (60.3%), followed by the trade of favours, nominations to posts, privileged treatment (16.1%), gifts (9.2%), and, to a lesser extent, other favours (7.6%) or a sexual performance (4.6%)
- Among the households who did agree to pay, 85.2% believe that it was useful in order to obtain what they needed.
- 13.1% of citizens directly knows someone (among relatives, friends, colleagues or neighbours) who has been asked for money, favours or gifts to obtain facilitation in different areas and sectors. 25.4% of the population knows people who have "greased the wheel" in order to obtain privileges.
- Among the cases that cannot be formally classified as corruption, it is estimated that 9.7% of households (more than 2.1 million) have been asked to pay for a medical consultation in a doctor's private studio before being given access to the public health system in order to be cured.
- 3.7% of the residents between 18 and 80 years (over 1.7 million) have received offers of money, favours or gifts in exchange for a vote in the administrative, political or European elections.
- 5.2% of the employed population has witnessed exchanges of favours or money considered as illicit or inappropriate in their own line of work.

In its 2015-2016 survey on the Safety of citizens, Istat has introduced an ad hoc module directed at examining the phenomenon of corruption. This in-depth analysis seeks for the first time to arrive at an estimation of the number of households involved in corruption dynamics during their lifetime.

43,000 individuals between the age of 18 and 80 were interviewed and asked if had it had ever been suggested, to them directly or a co-habiting member of their household, to give a gift or a favour in exchange for facilitating access to a service or receiving a concession.

Thus, attention is paid to concrete experiences.

It was also asked whether a transaction actually occurred, in what manner, its value and its outcome, the procedure for a denunciation. In the same way, indirect knowledge of cases of corruption was also uncovered, by asking about incidents revealed by people, such as, friends, colleagues and acquaintances, who had been requested for money, favours or gifts in exchange of services. In the latter situation, it seemed important to collect data on vote buying and “greasing the wheel” actions, which are considered as phenomena which favour the dynamics of corruption.

In the design of the survey, eight sectors were defined as key to the exploration all components of corruption: healthcare, relief assistance, education, employment, public services, justice, law enforcement and public utilities.

Building on these first results, further developments will analyse the nature of corruption, as established in the Protocol signed with Anac¹ regarding areas related to integrity, transparency and analysis of the phenomenon of corruption.

TABLE 1. HOUSEHOLDS WHERE AT LEAST ONE COMPONENT HAS RECEIVED IN THE LIFE TIME REQUESTS FOR MONEY, GIFTS OR FAVOURS IN EXCHANGE OF FAVOURS OR SERVICES, BY TYPE OF SECTOR, , IN THE LAST 3 YEARS AND IN THE LAST 12 MONTHS, BY SECTOR. Year 2016, absolute values in thousands and percentage.

	Life time		Last 3 years		Last 12 months	
	Frequency	%	Frequency	%	Frequency	%
AT LEAST ONE EPISODE OF CORRUPTION	1,742	7.9	597	2.7	255	1.2
SECTOR						
Health	518	2.4	252	1.2	107	0.5
Welfare	150	2.7	79	1.4	24	0.4
Education	132	0.6	12	0.1	6	0.03*
Employment	702	3.2	184	0.8	52	0.2
Public offices	411	2.1	149	0.8	67	0.3
Justice	115	2.9	31	0.8	13	0.3
Law enforcement	58	1.0	7	0.1*	4	0.1*
Public Utilities	102	0.5	59	0.3	27	0.1

(*) Data with a sampling error greater than 35%

¹ Inter-institutional agreement between the Italian National Institute of Statistics and the National Anti-corruption Authority, signed on 22 March 2016.

TABLE 2. HOUSEHOLDS IN WHICH AT LEAST ONE MEMBER HAS RECEIVED A REQUEST FOR MONEY, FAVOURS, GIFTS OR OTHER IN EXCHANGE FOR FAVOURS OR SERVICES, DURING THEIR LIFETIME, ACCORDING TO LEVEL OF EDUCATION OF HOUSEHOLD MEMBERS AND BY SECTOR . Year 2016, per 100 households

	Households that have received requests for money, favours or other	Of which: with at least one household member with high education degree	Of which: without household members with high education degree
AT LEAST ONE EPISODE OF CORRUPTION	7.9	9.8	7.3
SECTOR			
Health	2.4	3.0	2.2
Welfare	2.7	2.3	2.9
Education	0.6	1.1	0.4
Employment	3.2	3.9	3.0
Public offices	2.1	2.5	2.0
Justice	2.9	2.3	3.3
Law enforcement	1.0	0.4	1.2
Public Utilities	0.5	0.4	0.5

TABLE 3. HOUSEHOLDS IN WHICH AT LEAST ONE MEMBER HAS RECEIVED A REQUEST FOR MONEY, FAVOURS, GIFTS OR OTHER IN EXCHANGE FOR FAVOURS OR SERVICES, DURING THEIR LIFETIME BY SECTOR, GEOGRAPHICAL AREA, TYPE OF MUNICIPALITY. Year 2016, per 100 households

RIPARTITION	At least one episode of corruption	Health	Welfare	Education	Employment	Public offices	Justice	Law enforcement	Public Utilities
North-West	5.5	2.1	0.5	0.4	2.0	0.7	1.4	0.5	0.5
North-East	5.9	1.0	1.3	0.2	2.2	1.6	3.1	0.7	0.5
Centre	11.6	2.6	2.7	1.1	4.6	3.7	3.2	1.6	0.6
South	9.6	3.6	7.6	0.8	4.2	2.8	4.3	1.2	0.5
Islands	7.9	3.2	3.3	0.7	3.5	2.3	2.9	0.9	0.2
TYPE OF MUNICIPALITY									
Municipality centre of the metropolitan area	11.3	3.1	2.8	0.9	5.3	2.8	2.1	1.5	0.7
Outskirts of the metropolitan area	9.4	3.7	4.9	0.5	2.7	2.4	2.7	2.2	0.9
Up to 10,000 inhabitants	6.0	1.8	2.2	0.5	2.4	1.5	2.5	0.5	0.4
From 10,001 to 50,000 inhabitants	8.1	2.3	3.7	0.5	3.5	2.5	4.1	0.8	0.4
50,001 inhabitants and over	6.5	2.0	1.0	0.7	2.6	1.7	2.9	0.7	0.1
Total	7.9	2.4	2.7	0.6	3.2	2.1	2.9	1.0	0.5

TABLE 4. HOUSEHOLDS WHICH HAVE RECEIVED REQUESTS FOR MONEY, FAVOURS, GIFTS OR OTHER IN EXCHANGE FOR CONCESSIONS OR SERVICES BY NUMBER OF SECTORS IN WHICH THEY OCCURED AND GEOGRAPHICAL AREA. Year 2016, per 100 households which have received requests

RIPARTITIONS	NUMBER OF SECTORS				Total
	one	two	three	4 and over	
North-West	90.2	8.7	1.1*	0.0*	100.0
North-East	87.0	1.1	0.9*	-	100.0
Centre	80.8	11.7	3.7	3.7	100.0
South	68.2	21.3	7.7	2.9	100.0
Islands	69.7	20.0	7.3	3.1	100.0
Total	79.1	14.6	4.2	2.1	100.0

(*) Data with sampling error exceeding 35%

FIGURE 1. HOUSEHOLDS WHICH HAVE RECEIVED REQUESTS FOR MONEY, FAVOURS, GIFTS OR OTHER IN EXCHANGE FOR CONCESSIONS OR SERVICES BY NUMBER OF EPISODES OF CORRUPTION (IN CLASSES) AND BY SECTOR. Year 2016, per 100 households which have received requests

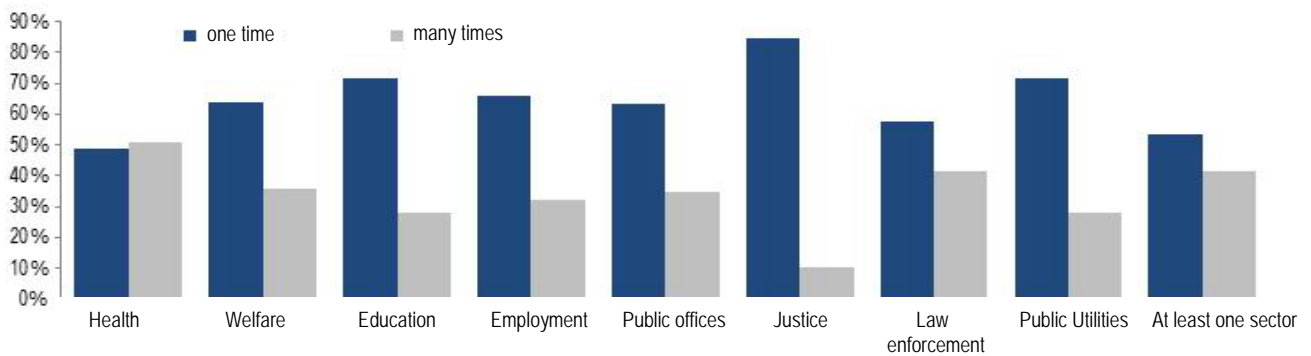
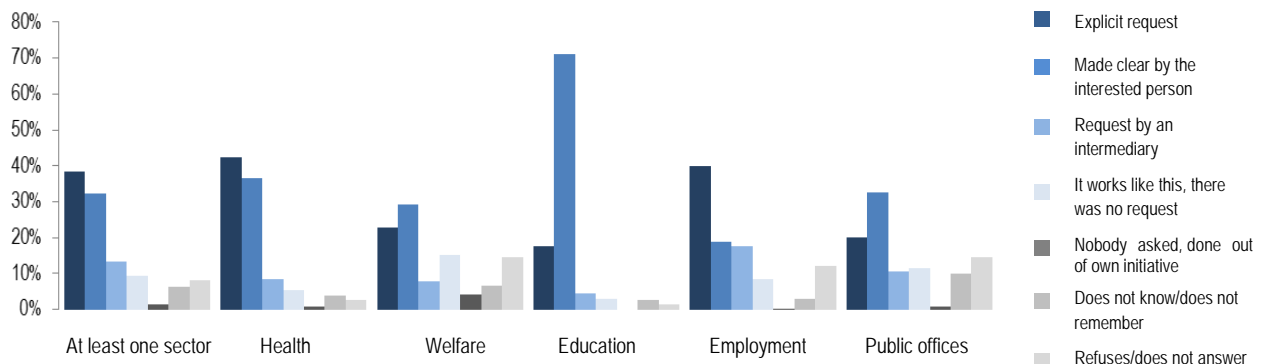


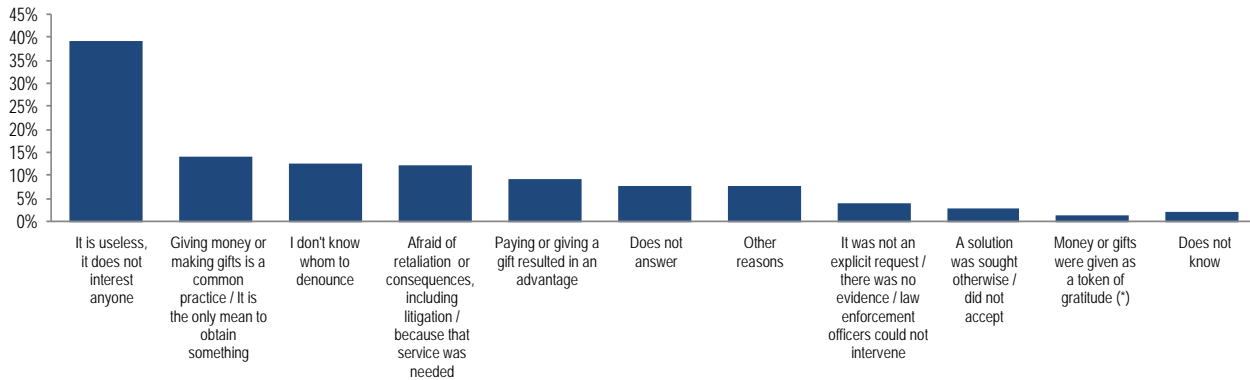
FIGURE 2. HOUSEHOLDS WHICH HAVE RECEIVED REQUESTS FOR MONEY, FAVOURS, GIFTS OR OTHER IN EXCHANGE FOR FAVOURS OR SERVICES DURING THE PAST 3 YEARS ACCORDING TO THE FORM OF THE REQUEST FOR MONEY, GIFTS OR OTHER FAVOURS (a) Year 2016, per 100 households where it occurred



(*) The modality "request by one intermediary" shows sampling errors exceeding 35% for the sectors "health" and "education"; the same holds for the modality "nobody asked, he has done it out of his initiative" which is a residual category of the sample and shows high sampling errors.

(a) The indicator "At least one sector" could exceed 100 given that each household could have answered for one or more sectors.

FIGURE 3. HOUSEHOLDS WHICH HAVE RECEIVED REQUESTS FOR MONEY, FAVOURS, GIFTS OR OTHER DURING THE PAST 3 YEARS WHICH DID NOT DENOUNCE THE FACT ACCORDING TO THEIR MOTIVATION FOR NOT DOING SO (a). Year 2016, per 100 households where it occurred



(a) Total answers may exceed 100 as it is possible to give more than one answer.

(*) Data with sampling error exceeding 35%

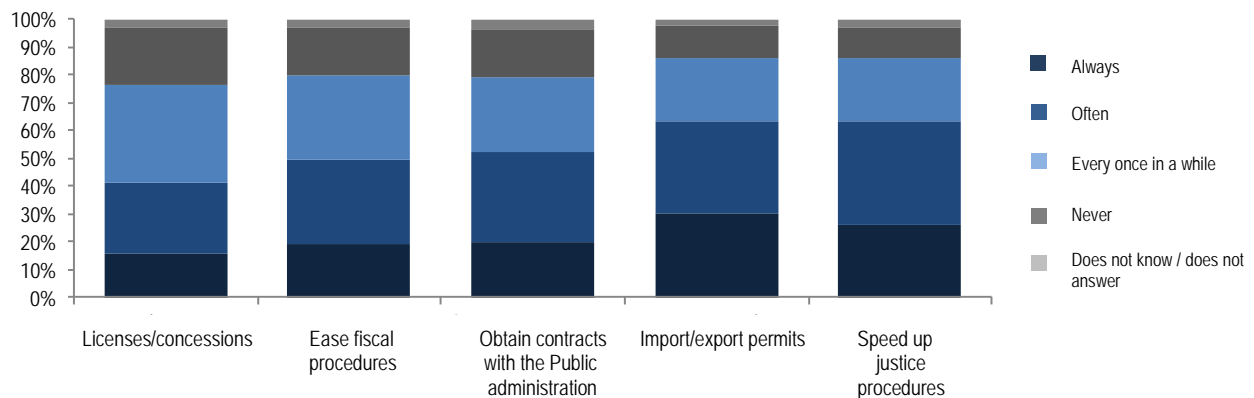
TABLE 5. PERSONS WHO KNOW SOMEONE (FRIEND, RELATIVE, COLLEAGUE) WHO RECEIVED A REQUEST FOR MONEY, FAVOURS, GIFTS IN EXCHANGE FOR BENEFITS OR SERVICES ACCORDING TO THE MAIN SECTORS IN WHICH THE REQUEST OCCURED AND BY REGION. Year 2016, per 100 persons

REGIONS	At least one sector (a)	Health	Welfare	Education	Employment	Public offices
Piemonte	7.0	2.5	1.6	0.8	2.2	1.7
Valle d'Aosta	7.3	1.6	1.1	0.6	3.4	1.6
Lombardia	8.6	3.2	1.3	1.2	2.8	2.5
Bolzano	5.6	2.9	1.2	1.2	1.2	2.1
Trento	7.5	2.1	2.9	1.0	3.0	1.0
Veneto	7.3	2.9	2.2	2.0	2.4	1.5
Friuli Venezia Giulia	3.9	1.8	0.6	0.5	1.2	0.8
Liguria	13.6	5.6	2.0	1.3	8.0	1.6
Emilia Romagna	10.1	2.9	2.3	0.8	5.2	2.2
Toscana	7.0	2.7	1.0	0.9	3.8	1.9
Umbria	14.6	6.0	4.1	3.7	8.0	2.9
Marche	10.2	5.2	3.9	2.9	5.1	1.9
Lazio	21.5	10.8	2.7	2.8	11.8	5.5
Abruzzo	17.5	7.5	7.7	2.9	12.8	6.9
Molise	12.4	5.6	5.5	2.0	5.1	4.5
Campania	14.8	9.2	5.6	3.8	9.4	4.6
Puglia	32.3	11.9	17.8	2.5	24.9	6.1
Basilicata	14.4	6.9	5.7	3.3	9.4	3.5
Calabria	11.5	6.7	3.6	2.3	5.0	2.8
Sicilia	15.4	8.4	6.5	3.9	7.4	4.2
Sardegna	15.0	6.4	4.3	2.5	8.8	3.6
Total	13.1	5.9	4.0	2.1	7.1	3.2

TABLE 6. PERSONS WHO HAVE BEEN ASKED FOR THEIR VOTE IN EXCHANGE FOR FAVOURS, MONEY OR GIFTS ACCORDING TO TYPE OF ELECTION, GEOGRAPHICAL AREA AND TYPE OF MUNICIPALITY. Year 2016, per 100 persons

	At least one election	Administrative elections	Political / European elections
North-West	1.3	1.1	0.3
North-East	1.5	1.2	0.4
Centre	3.1	2.8	0.5
South	6.7	6.1	2.0
Islands	8.4	8.0	2.6
TYPE OF MUNICIPALITY			
Municipality centre of the metropolitan area	2.4	1.8	1.0
Outskirts of the metropolitan area	3.1	2.7	0.6
Up to 10,000 inhabitants	3.4	3.2	0.9
From 10,001 to 50,000 inhabitants	4.8	4.7	1.2
50,001 inhabitants and over	4.2	3.5	1.2
Total	3.7	3.4	1.0

FIGURE 4. OPINIONS OF ENTREPRENEURS, SELF-EMPLOYED AND INDEPENDENT WORKERS REGARDING THE DIFFUSION OF CORRUPTION IN THEIR SECTOR OF ACTIVITY ACCORDING TO TYPE OF SERVICE OR FACILITATION REQUESTED Year 2016, per 100 entrepreneurs, self-employed, independent workers which have not received direct requests



Methodology

Experimental module on corruption measurement

Istat decided to start collecting data describing the experience of citizens with corruption already in 2011, when the first Istat – CNEL Scientific Commission for Equitable and Sustainable Well-Being (BES) demonstrated the need to have adequate indicators in the “safety” domain to enable the representation of the phenomenon and its impact on citizens. In the absence of data which would reveal also the non-observed dimension and not only the judicial aspect of the phenomenon evident in court records, it was decided to design an experimental model which was in turn inserted into the survey enquiring victimization on the safety of citizens.

The intent was to have data for the objective measurement of the prevalence and incidence of the phenomenon and not indicators of perceptions.

To this end, an ad hoc module was designed in 2014 and 2015 which had as its principal scope the recognition of the non-observed part of the phenomenon, the sectors most involved in the dynamics of corruption, the most fertile ground for the growth of corruption and from which it is fed.

The main focus is on minor offenses, known as petty corruption, which finds expression in the interactions between citizens and public officials. However, after the design phase, it was decided not to concentrate exclusively on the public sector, but also enlarge the survey to cover the private sector, in line with the 2012 Law on corruption and which introduces corruption in exchanges between private parties.

The design phase consisted of a review of national and international documentation, in the conducting of a focus group with experts in the sector and interviews with privileged witnesses.

Experts consulted were judges, journalists, academics, politicians, representatives of relevant associations, spokespersons of associations and of ANAC (Autorità nazionale anticorruzione). At the international level reference institutions were UNODC (United Nations Office on Drugs and Crime) and the World Bank.

The final decision was the construction of an ad hoc module within the survey regarding the Safety of citizens. The main topics were the collection of direct experiences of corruption in eight sectors, and namely: health care and medicine, medical assistance, education (school or university), work (to obtain a position or obtain benefits, such as, transfers, promotions, salary increases or other), access and use of public services, justice, law enforcement and the military and access to public utilities (electricity, gas, lights, water, telephone).

For each of these sectors, in case one or more episodes of corruption had occurred in the past three years, the dynamics of the corruption is detected and specified, like for example, if it was a direct interaction between the parties or it involved the presence of intermediaries, the type of exchange and its extent, as well as the benefit of the exchange and the conduct of compliant to the appropriate authorities.

Moreover, the importance of collecting information on the indirect knowledge about corruption became obvious, that is, the knowledge that others in one’s entourage (relatives, neighbours, friends) have experienced corruption, they have participated in illegal exchanges of money or favours in their workplace, have traded votes in an administrative, political or European election, the perception of the prevalence of corruption in the area of enterprises and professions, and, finally, “greasing the wheel” actions.

The topic of corruption touches and captures the professional and the employment spheres, and for this reason citizens are asked to consider the diverse contexts in which it can take place, even though they will report only episodes occurred in Italy.

In the questionnaire, the interviewee is asked if anyone has approached him or others in his family, directly or indirectly through intermediaries, or if it has been suggested or they have been made to understand that by paying additional money or giving a gift or favour they would have received in exchange the service that was requested. The exchange is thus made obvious even if the kind of situation is reconstructed in somewhat vaguer terms. Indeed, the questions are adapted to diverse contexts and to the possible instigators of corruption, as it is shown in the following example taken from the area of health services and the workplace.

In the healthcare sector:

HAS IT EVER HAPPENED TO YOU OR ONE OF YOUR FAMILY MEMBERS LIVING WITH YOU, WHEN YOU NEEDED TO HAVE A MEDICAL APPOINTMENT, A DIAGNOSTIC EXAMINATION, TO BE HOSPITALISED OR UNDERGO AN OPERATION THAT, IN ORDER TO OBTAIN OR SPEED UP THE SERVICE OR TO BE ASSISTED, A DOCTOR, A NURSE OR OTHER HEALTHCARE PROFESSIONAL, MADE YOU UNDERSTAND, SUGGESTED TO YOU OR ASKED YOU, DIRECTLY OR THROUGH OTHER PEOPLE, FOR EXTRA MONEY, A GIFT OR OTHER FAVOURS?

AND HAS IT EVER HAPPENED TO YOU THAT IN A PUBLIC HEALTHCARE INSTITUTION, A GYNECOLOGIST, AN OBSTETRICIAN, A SURGEON, AN ANAESTHESIOLOGIST ASKED YOU FOR MONEY TO HELP YOU OR TO PERFORM AN OPERATION ON YOU?

In the workplace:

SPEAKING OF WORK, HAS IT EVER HAPPENED TO YOU OR ONE OF YOUR FAMILY MEMBERS LIVING WITH YOU WHEN YOU HAVE LOOKED FOR WORK, PARTICIPATED IN A PUBLIC COMPETITIVE EXAMINATION OR LAUNCHED A NEW ENTERPRISE THAT SOMEONE MADE IT UNDERSTOOD OR SUGGESTED TO YOU OR ASKED, EVEN INDIRECTLY THROUGH OTHER PEOPLE, FOR MONEY, GIFTS OR OTHER FAVOURS?

HAS IT EVER HAPPENED TO YOU THAT YOU HAVE BEEN ASKED FOR MONEY OR OTHER FAVOURS IN ORDER TO HAVE PROMOTIONS, TRANSFERS OF WORKPLACE OR OTHER CONCESSIONS AT WORK?

The ad hoc module was tested in a pilot survey conducted in July 2015 in Padua, Milan, Rome, Naples and Palermo with 500 CATI interviews (Computer Assisted Telephone Interview) and 150 CAPI interviews (Computer Assisted Personal Interview).

Given the positive outcome as a whole of the pilot survey, the module was incorporated into the general survey which started at the beginning of October 2015.

About 43,000 individuals between the ages of 18 and 80 were interviewed, either through a telephone interview or face to face. The interviewee was asked about episodes in which he or members of his family were personally involved.

The survey on the Safety of citizens

Introduction and legal framework

The survey regarding the safety of citizens is a sample survey conducted using interviews to households and individuals, 14 years of age or older.

The survey called “Multi-purpose survey on households: safety of citizens” is provided for in the 2011-2013 National statistical program – Revision 2013 (code IST-01863), mandated by decree law n. 101 of August 31, 2013 – converted with modifications from law n. 125 of October 30, 2013, by the 2014-2016 National statistical program and by the 2014-2016 National statistical program - Revision 2015-2016, these last two in the process of being approved in that they represent statistical surveys of public interest.

The survey is cross-cutting, with a five-year cycle, and has as its scope to investigate the dimensions and diffusion of the phenomenon of criminality, the consequences of particular offences and the perception that the citizens have regarding their own safety in the places they live. A finite number of crimes against property and persons have been taken into consideration which have as their victims individuals and households and for which objective survey parameters can be identified.

The survey provides parameters of different kinds (totals, averages, correlations, absolute and relative frequencies) referring to households and/or individuals. The estimates are available only at the national level, for geographical divisions and for the regions..

Information collection

Data collection took place from October 2015 to June 2016 using a mixed CATI and CAPI technique. For some of the questions in the survey, because of the difficulty in the answer to be given or the sensitivity of the topic, the possibility of not answering was provided.

Additional information regarding the survey on the Safety of citizens and the questionnaire used for gathering data are available using the following link: <http://www.istat.it/it/archivio/164581>

Main indicators and units of measure

The survey regarding the Safety of citizens has as its purpose to produce estimates of the prevalence of victims of crimes against property and persons, provide indications of people's perception of safety, of security systems used to protect habitations and of the social degradation of the neighbourhood in which one lives.

Sampling methodology and level of precision of results

Population of interest and sampling design

The population of interest for the survey consists of households residing in Italy and their components which are 14 years of age or older. Individuals who live in collective households on a permanent basis are excluded. A household is defined as a household *de facto* or else a group of co-habiting individuals which are connected by marriage, parentage, affinity, adoption, protection or affection.

The survey is cross-cutting, with a five-year cycle and has as its scope to provide estimates of parameters of different kinds (totals, averages, correlations, absolute and relative frequencies) referring to households and/or individuals, with various territorial references:

- ✓ the entire national territory;
- ✓ the five geographical divisions (north-west, north-east, central, south and islands);
- ✓ the geographical regions;
- ✓ five areas based on the socio-demographic typology of the municipalities, defined thus: *A*, *metropolitan areas* subdivided into: *A*₁, municipality centers of the metropolitan areas: Turin, Milan, Venice, Genoa, Bologna, Florence, Rome, Naples, Bari, Palermo, Catania and Cagliari. *A*₂, municipalities that surround the center of metropolitan areas; *B*, *non-metropolitan areas* subdivided into: *B*₁, municipalities having up to 10,000 inhabitants; *B*₂, municipalities with 10,001-50,000 inhabitants; *B*₃, municipalities with more than 50,000 inhabitants.

As regards the survey technique used and the sampling design, for the first time, the survey design has taken account two important considerations: the availability of the central unified population register (LAC, municipal population register, in Italian "Liste anagrafiche comunali") annually collected by Istat, and the possibility to execute a part of the interviews using the CAPI technique in order to reach the part of the population that cannot be reached using the landline. For this reason, starting with the list of the population of interest, two groups have been identified: the households having a landline and those without, and for each of these two groups the most suitable sampling design has been determined for the selected interview technique. In fact, for the group of households associated with a telephone number (derived from linking the list of

landline telephone numbers “SEAT-Consodata”), as for the previous survey, a survey was conducted using CATI interviews, whereas, for the group of households without a landline telephone number, the survey was conducted with in a face to face interview using the CAPI technique, administered by trained interviewers.

This partitioning of the universe of households determined the need to use two different and independent sampling designs: for the population of households with a landline telephone a stratified one stage sampling design was defined; for the households without a telephone, instead, it was necessary to use a two stage design (in which the units of the first stage are the municipalities and the units of the second stage are the households) as is usually necessary done when the interview occurs face to face. From every household sampled, a household member was randomly selected among those individuals 14 years of age or older.

The overall sample for the survey on the safety of citizens, reaching about 50,350 individual interviews, was subdivided, on the basis of logistical reasons and cost, into about 43,000 CATI interviews and 7,350 CAPI interviews.

Quality

The survey examining the security of citizens as a whole had a response rate of 54.2% from eligible families, that is, those households with which a contact was established at an interview. On the other hand, the rate of voluntary refusals equal to 30.7% was quite constant, not taking into consideration which technique was applied, whether it was a telephone interview or face to face. This rate was calculated as the ratio of refusals to the sum of refusals, completed interviews and interrupted interviews. The rate of interruptions was equal to 2.5%. Of these interruptions (about 1,200), it could be said that the majority were delayed refusals, in fact, 84.4% of the interruptions occurred before the fourth of the seventeenth sections of the questionnaire.

1.3% of total interruptions occurred in the corruption section. The corruption section took an average of 6 minutes and 30 seconds in telephone interviews.

On the whole, respondents’ willingness to be interviewed was high and particularly high for telephone interviews.

Difficulties with the respondents were rare, with no more problems in the section on corruption than in other sections.

Furthermore, sincerity was evaluated as being high by the interviewers.

However, there was evidence that it was difficult to respond in certain specific sections regarding corruption. The rate of no responses for certain questions is noticeably higher in the areas of justice and law enforcement.

Table 1. Percentages regarding respondents' willingness to be interviewed as determined by the interviewers

Technique	Availability during the interview					Total
	Scarce throughout the interview	Scarce initially, Better in the following	Sufficient	Good	Very good	
CAPI	5.77	6.07	16.50	27.83	43.83	14.81
CATI	1.43	1.81	6.05	29.92	60.80	85.19
Total	2.07	2.44	7.60	29.61	58.28	100.00

Table 2. Percentages regarding difficulties encountered with the respondents as measured by the interviewers

Technique	Difficulty to respond on charges					Total
	Very much	Fairly	Little	Not difficult	Not applicable	
CAPI	1.22	3.32	7.46	87.99	0.02	15.21
CATI	0.18	0.7	5.88	93.24	0	84.79
Total	0.34	1.1	6.12	92.44	0	100.00

Technique	Difficulty to respond on harassments					Total
	Very much	Fairly	Little	Not difficult	Not applicable	
CAPI	1.38	3.56	6.85	79.87	8.35	15.21
CATI	0.46	0.67	4.21	70.64	24.01	84.79
Total	0.60	1.11	4.61	72.05	21.63	100.00

Technique	Difficulty to respond on security systems					Total
	Very much	Fairly	Little	Not difficult	Not applicable	
CAPI	1.68	4.3	6.54	86.66	0.83	15.21
CATI	0.94	1.36	6.53	90.57	0.6	84.79
Total	1.05	1.81	6.53	89.98	0.63	100.00

Technique	Difficulty to respond on corruption					Total
	Very much	Fairly	Little	Not difficult	Not applicable	
CAPI	1.22	3.91	8.62	85.13	1.12	15.21
CATI	0.45	1.51	7.57	89.65	0.82	84.79
Total	0.57	1.87	7.73	88.97	0.87	100.00

Table 3. Percentages indicating sincerity of respondents' answers as defined by the interviewers

Technique	Frankness on charges				
	No	Yes	I don't know	Not applicable	Total
CAPI	2.29	94.65	3.06	-	15.21
CATI	0.26	98.87	0.87	-	84.79
Total	0.57	98.23	1.20	-	100.0
Technique	Frankness on harassments				
	No	Yes	I don't know	Not applicable	Total
CAPI	2.55	84.71	5.11	7.63	15.21
CATI	0.36	74.01	1.63	24	84.79
Total	0.7	75.64	2.16	21.51	100.00
Technique	Frankness on security systems				
	No	Yes	I don't know	Not applicable	Total
CAPI	2.81	92.01	4.6	0.58	15.21
CATI	0.72	96.14	2.34	0.8	84.79
Total	1.03	95.51	2.69	0.77	100.00
Technique	Frankness on corruption				
	No	Yes	I don't know	Not applicable	Total
CAPI	3.30	87.33	8.73	0.64	15.21
CATI	0.94	92.02	6.29	0.74	84.79
Total	1.30	91.31	6.66	0.73	100.00



Dissemination

Statistiche report

Vittime, reati e percezione di sicurezza

<http://www.istat.it/it/archivio/4089>

Molestie sessuali

<http://www.istat.it/it/archivio/5173>

Il disagio nelle relazioni lavorative

<http://www.istat.it/it/archivio/5191>

Rapporto Bes

<http://www.istat.it/it/benessere-e-sostenibilit%C3%A0/misure-del-benessere/il-rapporto-istat-sul-bes>

L'indagine sulla sicurezza dei cittadini, in "Navigando tra le fonti"

http://schedefontidati.istat.it/index.php/Indagine_sulla_Sicurezza_dei_cittadini

Istat, La Sicurezza dei Cittadini. Reati, vittime, percezione della sicurezza e sistemi di protezione, Istat, collana informazioni, n.18 , 2004

File dei microdati